

Frequently Asked Questions

Wireless Communication Program

Q: **What processes are required to purchase a cellular phone, pager or Personal Digital Assistant?**

A: Complete a wireless communications justification (**Attachment A** or **Attachment B** of the Policy & Procedure), and forward to appropriate program directorate for approval. Once approved, forward the completed form to the attention of the Internal Auditor, 92 Thomas Johnson Drive, STE 250, for review. After the justification is reviewed for completeness, the Internal Auditor will forward to Purchasing for processing. The Wireless Team will contact the individual who will be using the equipment to determine what level of service is best suited for the requestor's needs. A checklist is used to determine the requirements. Once the type of service/equipment has been determined, the order will be procured through the appropriate vendor.

Q: **How long before the equipment is received?**

A: It usually takes 3-5 days to arrive. The equipment is delivered directly to the Wireless Team who contacts the Property Department to ensure the equipment is properly identified with a decal prior to release to the requestor. A member of the Wireless Team will contact the requestor when the equipment is ready to be picked up from Building 1050.

Q: **Can an individual purchase the cellular phone, pager or PDA themselves and be reimbursed?**

A: No. All wireless communication equipment and accessories must be purchased using an IMPAC (Visa Purchase Card). If there is no IMPAC cardholder in the program area, please contact the Purchasing Department for information on how to request an IMPAC.

Q: **Is there a specific vendor cellular phones must be purchased through?**

A: Yes. The Purchasing Department has issued contracts with several vendors, presently Cingular, Cellular One, and Verizon.

Q: **Is there a specific vendor Communicating PDA's must be purchased through?**

A: Yes. The Purchasing Department has issued contracts to three vendors for communicating PDA's and service. (Cingular, Cellular One, and Verizon)

Q: **What is the procedure for ordering Non-Communicating PDA's?**

A: Complete a PDA justification form (**Attachment B**) and forward to the Internal Audit Department, 92 T. J. Drive. Once reviewed and approved, form is sent to the Purchasing Department. A member of the Wireless Team will notify the requestor and cardholder of approval status. If approved, cardholder may purchase the equipment from a vendor of their choice. Once equipment is purchased, the cardholder must send a copy of the receipt to a member of the Wireless Team.

Q: **What do I do if I transfer to a different program area or I terminate my employment?**

A: When a employee terminates or transfers, they are required to go through a check-out procedure. The equipment should stay with the program area and be turned in to either the IMPAC cardholder or the Property Custodian for the program. The employee will check-out through the Property Office who will notify Purchasing. Purchasing will contact either the IMPAC cardholder responsible for the service or the Property Custodian and make a determination to cancel the service or re-issue the equipment to another employee after appropriate approvals are acquired.

Q: **Are personal calls allowed on a business cellular phone?**

A: Personal calls are discouraged unless there is an emergency. If an emergency arises and a personal call is placed, indicate those calls (either highlight or underline) on the invoice, attach a personal check to the invoice for the total amount due along with **Attachment C**, Cellular Wireless Monthly Usage Certification Form signed.

Q: **What do I do if my wireless equipment is not working properly?**

A: Contact a member of the Wireless Team for repair or replacement. Do not call the vendor directly.

Q: **Where can the Wireless Justification Forms (Attachment A) & (Attachment B) and the Cellular Wireless Monthly Usage Certification Form (Attachment C) be obtained?**

A: The forms can be obtained through the Purchasing Department or the ALS Website,
<http://web.ncifcrf.gov/campus/als/forms.stm>

Q: **What is considered Standard Wireless Equipment?**

A: The Purchasing Department and Internal Audit Department determined what is considered standard equipment. All equipment will have the necessary accessories to allow the justified functions requested by the end user with no allowances for cameras, due to security reasons.